



Number: CSB-150320-1

Released: 20th March 2015

Modified:

Subject: Axcen SFP Transceiver

Product: FortiGate D models

Description:

The Axcen SFP (SX) transceiver part number AXGE-5854-0511 may fail to bring the physical link up when used in the FortiGate products listed below.

Affected Products:

FortiGate FG300D, FG500D, FG1000D, FG1200D, FG1500D

Resolution:

In some cases, the physical link can be established successfully when the speed setting is fixed to a specific speed and duplex, for example, 1000 and full, rather than using the default setting of auto-negotiate. Both ends of the link must be set to the same fixed speed and duplex setting. Should the link fail to establish then the SFP transceiver will be replaced by Fortinet using the RMA replacement procedure.

Technical Support Contact Information: http://www.fortinet.com/support/contact_support.html
Fortinet technical support home page: <https://support.fortinet.com>

All rights reserved. Fortinet®, FortiGate®, and FortiGuard®, are registered trademarks of Fortinet, Inc., and other Fortinet names herein may also be trademarks of Fortinet. All other product or company names may be trademarks of their respective owners. Statements contained herein were attained in internal lab tests under ideal conditions, and performance may vary; network variables, different network environments and other conditions may affect performance results. Nothing herein represents any binding commitment or admission by Fortinet, and Fortinet disclaims all representations and warranties, whether express or implied, except to the extent Fortinet enters a binding written contract, signed by Fortinet's General Counsel, with an express representation or warranty included therein. All Fortinet end-customers are bound by the terms of Fortinet's current End User License Agreement. The information in this Customer Support Bulletin is provided for remedial purposes and is designed to assist customers in corrective action that may be helpful to the customer.